

Appendix B

Overview of the Recovery Oriented Systems Assessment (ROSA) Tool

The Outcomes Workgroup, which was made up of consumers and county and state representatives, developed the outcomes used in the ROSA tool. The outcomes were divided into five categories:

Personal Life and Direction

- People choose where and with whom to live.
- People choose their work or productive activities.
- People meet their basic needs.
- People choose how to manage personal finances.
- People achieve things that are important to them.

Community, Affiliation and Connection

- People have friends and supportive relationships.
- People are involved in communities of their choosing.
- People feel valued and treated with respect.

Health, Wellness, and Safety

- People have the best possible physical health.
- People feel safe from violence, trauma, abuse, and neglect.
- People choose how to manage symptoms of psychiatric and/or trauma disorders.
- People have choice and access in their personal approach to substance use.

Treatment Services

- People are free from coerced treatment.
- People are treated fairly, their rights respected.
- People choose their services.
- People are satisfied with services.

Empowerment/Self-Determination

- People make decisions about things that are important to them.

Personal Life and Direction

The outcomes included in this category reflect a sense of empowerment that is essential to recovery. The outcomes here include elements of how a person exercises autonomy, courage, and responsibility in making decisions about his/her life and achieving a sense of

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Personal Outcome 1

People choose where and with whom they live.

Deciding where we live and with whom we live is one of the most important decisions we can make. In order to make these choices a person needs to know what options are available, have access to affordable housing, and have their preferences expressed and heard by support people.

Personal Outcome 2

People choose their work or productive activities.

Being engaged in meaningful activities gives our lives a sense of purpose and direction. Meaningful activities may include work, volunteering, continued learning, or community activities. People need to know the range of options that exist and have the opportunity to try new things.

Personal Outcome 3

People meet their basic needs.

There can be little hope for growth of any kind unless our basic needs for food, clothing, shelter, health care, and transportation are met. People usually have difficulty attending to other needs of work, relationships, and growth if these fundamental needs are not met first.

Personal Outcome 4

People choose how to manage personal finances.

Understanding how to handle our money helps us achieve autonomy, learn how to take risks, and accept responsibility for our choices. A person needs to have the opportunity to build skills and exercise judgment in managing money to the degree they choose.

Personal Outcome 5

People achieve things that are important to them.

Setting goals and accomplishing them give meaning to our lives and hope for the future. Achieving things that are important to the person provides a sense of pride and accomplishment and helps a person feel good about him or herself. It is important in the recovery process to have personal goals and accomplishments that are not limited to service and treatment objectives.

Community, Affiliation and Connection

One of the basic human needs is a having a sense of belonging in the world. Enjoying connections with people that are meaningful, supportive, and respectful are essential to creating that sense of belonging. The outcomes in this category support a person's choice to be as involved in their community as they like in order to connect with others and fulfill social roles.

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Personal Outcome 6

People have friends and supportive relationships.

Support from family and/or friends is one of the key factors in helping people manage difficulties in their lives. Close relationships with people who are not paid caregivers can be a rich source of comfort and encouragement throughout a person's life. Each person going through recovery has different needs for the number and quality of those relationships.

Personal Outcome 7

People are involved in communities of their choosing.

A person's definition of recovery may include having personal relationships and/or community involvement, which will allow them the opportunity to give back to their community. People should feel free to participate in their communities as much or as little as they prefer without fear of being stigmatized by themselves or others. This type of involvement can provide a sense of connection and meaning, which enriches life and helps a person define their roles outside of the mental health system.

Personal Outcome 8

People feel valued and treated with respect.

Everyone defines respect differently. It is usually more easily demonstrated than explained, and it is more than refraining from making negative comments or actions. To some people, respect may mean that they are not labeled according to their culture, diagnoses, or disability. To others, it is the way in which people interact with them. An important component of this outcome is the degree to which people are respectful of themselves.

Health, Wellness, and Safety

It is difficult to have a meaningful life and close relationships if a person's physical and emotional health needs and safety needs are not being met. The pain and discomfort associated with medical, psychiatric, or substance abuse disorders that are not treated can consume a person's attention and effort. These outcomes reveal whether a person thinks he or she has achieved the best health and sense of safety possible.

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Personal Outcome 9

People have the best possible physical health.

Best possible health is defined in terms that are satisfactory and specific to the person. This outcome covers all aspects of a person's healthcare regimen including dental care, eye care, preventative exams, nutrition, sleep, exercise, and medications. People should feel that they have appropriate access to medical treatment, and that their providers are tailoring the interventions to their needs. Providers should supply medication options to best benefit the person, and they should make sure that medication side effects should be held to a minimum. Consumers should feel that their medical professionals provide them with information and education about health concerns.

Personal Outcome 10

People feel safe from violence, trauma, abuse, and neglect.

In order for a person to be free from abuse and neglect, not only does the person need to currently live and work in an abuse-free setting, but also he or she must have dealt with traumas that occurred in the past. Trauma, abuse, and neglect are defined according to the person's experience, regardless of when it occurred. People will deal with the experiences in different ways and in time frames with which they are comfortable.

Personal Outcome 11

People choose how to manage symptoms of psychiatric and/or trauma disorders.

Managing the troublesome symptoms of psychiatric and/or trauma disorders is a critical element in achieving a sense of positive health and safety in the world. To do this, it is essential that people have access to appropriate treatment, effective medication, self-management strategies, and education about the mental health issues that concern them. These are all tools that can help people reach self-sufficiency and recovery.

Personal Outcome 12

People have choice and access in their personal approach to substance use.

Co-occurring mental health and substance problems are the rule – not the exception. When consumers are ready to address one issue, they must have the option to seek help with the other in order to improve chances of recovery. It becomes imperative for consumers to have information about and access to several different treatment approaches. In addition, consumers should have the freedom to choose the method that will best meet their needs

Treatment Services

Successful treatment is not done to people...it is done *with* people. Providing choices and opportunities to express opinions and ideas about treatment creates an atmosphere that promotes healing and recovery. Even within restrictions, there is room for providing choices, offering information, and presenting people with opportunities for expressing their views on services and treatment.

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Personal Outcome 13

People are free from coerced treatment.

It is ideal when people participate in mental health treatment freely, without coercion. However, when there are court orders or legal restrictions, they are entitled to as much autonomy and self-determination as possible. It is important to recovery that people have information about the stipulations and release criteria. It is also important that the court orders are the least restrictive option for the circumstance.

Personal Outcome 14

People are treated fairly, their rights respected.

Every person should be guaranteed the opportunity to be heard and treated fairly in any situation where limitations are imposed. Whether or not a person chooses to exercise his or her rights is a personal decision, but it is crucial for the person to know what those rights are. Regardless of a person's diagnosis, his or her rights should be protected and due process should always be exercised before limitations are applied. People need to be aware of grievance procedures within the service system. This outcome is aimed at empowering consumers to enact change without the fear of retribution or stigma.

Personal Outcome 15

People choose their services.

When people are given the choice of several services, providers, and staff, they are more in control of the care that they receive. Even if the person is completely satisfied with the services currently being provided, he or she should know that the option to make changes is there if the need arises. This outcome facilitates individuals' efforts toward recovery and independence by giving them a say in all treatment, care, and service decisions.

Personal Outcome 16

People are satisfied with services.

The measure of satisfaction will be different for every individual and may fluctuate as his or her needs and expectations change. As a person develops new skills and progresses toward recovery, the need for services may diminish. The services that a person receives should reflect that growth. Individuals should feel safe enough with providers to say when they think the services are or are not helping, and to expect that the services will change in order to better meet their needs. The organizations providing services should be actively soliciting the opinions of the people that they serve.

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Empowerment/Self-Determination

Personal Outcome 17

People make decisions about things that are important to them.

Making decisions about things that are important to us gives us a sense of control in our lives and helps us reach our goals. In order to make decisions about things that are important, people need information about their options, opportunities to exercise their decision-making power, and support. When people do not have the opportunity to make decisions for themselves they can learn to be helpless, needing and depending on others to make decisions for them.